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eRMA

User Guide

Advantech Poland Service Center Europe
2015-05-25

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1. How to start?

Important

Before creation RMA request and sending defected units to RMA Service Center in Poland we kindly request to read our "Advantech Europe Global Service Policy" located at:

http://erma.advantech.com.tw/EuropePolicy.mht

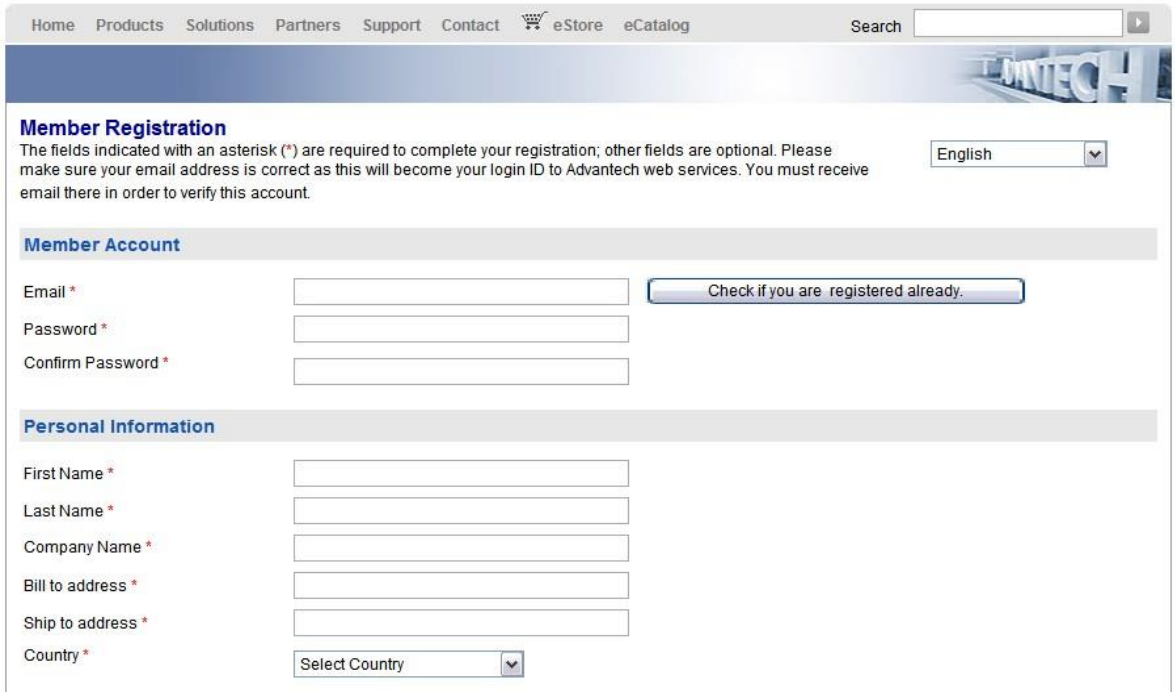
Our Policy contains the necessary information concerning the process of services as well as repair in our service.
This information is very helpfully for customers who want to take advantage of our service and start a good cooperation with us.
In order to start the RMA procedure for your defected item, you'll need an RMA account first to be able to log into our website and request an RMA-number.

Please follow the following link to access our RMA site:

http://erma.advantech.com.tw/

Please click "new user registration" in the upper-right corner of the main screen.

Please fill in all of required information as completely as possible.


Home Products Solutions Partners Support Contact eStore eCatalog Search
Member Registration
The fields indicated with an asterisk (*) are required to complete your registration; other fields are optional. Please make sure your email address is correct as this will become your login ID to Advantech web services. You must receive email there in order to verify this account.
English
Member Account
Email *
Check if you are registered already.
Password *
Confirm Password *
Personal Information
First Name *
Last Name *
Company Name *
Bill to address *
Ship to address *
Country *
Select Country

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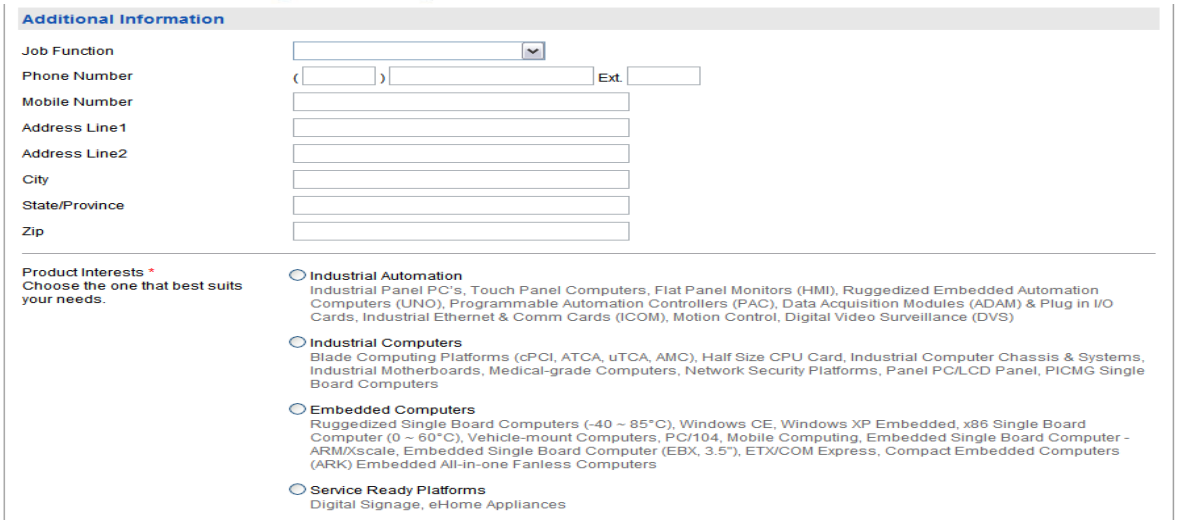
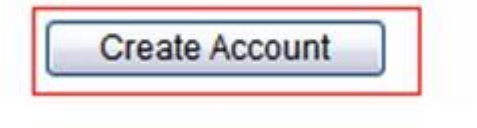

Additional Information
Job Function
Phone Number
Ext.
Mobile Number
Address Line1
Address Line2
City
State/Province
Zip
Product Interests *
Choose the one that best suits your needs.
Industrial Automation
Industrial Panel PC's, Touch Panel Computers, Flat Panel Monitors (HMI), Ruggedized Embedded Automation Computers (UNO), Programmable Automation Controllers (PAC), Data Acquisition Modules (ADAM) & Plug in I/O Cards, Industrial Ethernet & Comm Cards (ICOM), Motion Control, Digital Video Surveillance (DVS)
Industrial Computers
Blade Computing Platforms (cPCI, ATCA, uTCA, AMC), Half Size CPU Card, Industrial Computer Chassis & Systems, Industrial Motherboards, Medical-grade Computers, Network Security Platforms, Panel PC/LCD Panel, PICMG Single Board Computers
Embedded Computers
Ruggedized Single Board Computers (-40 ~ 85°C), Windows CE, Windows XP Embedded, x86 Single Board Computer (0 ~ 60°C), Vehicle-mount Computers, PC/104, Mobile Computing, Embedded Single Board Computer - ARM/Xscale, Embedded Single Board Computer (EBX, 3.5"), ETX/COM Express, Compact Embedded Computers (ARK) Embedded All-in-one Fanless Computers
Service Ready Platforms
Digital Signage, eHome Appliances

Fields marked by a red star are obligatory! We are not able to create a new account for you without this information.

When all required information are filled in, please click



After submitting the registration data, Advantech Poland Service Center (APSC) will create an account based on this information. After that APSC will send you the login information. Please make sure you filled in your VAT nr in the registration form, what is very important for EU Customers. When the information included in the form is correct and it doesn't require the additional confirmation a typical time of the account creation for the customer is one day. Please be informed that VAT no is always verified and checked by our department. In case of disagreements we contact with the customer and ask for VAT no. confirmation. When the request remains without response, APSC does not take responsibility for delay in registration process.

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2. How to login in to eRMA system

When information regarding login is delivered you will be able to log into eRMA system and start RMA procedure for your defected item.

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After log in each customer is able to the main page of eRMA system.

3. How to open RMA case in eRMA system

All returns from customers must be authorized with an ADVANTECH RMA (Return Merchandise Authorization) number. Any returns of defective units or parts without valid RMA numbers will not be accepted; they will to the customer on the customer's cost without prior notice.

Creation of RMA number is an agreement of Advantech Europe Service Policy acceptance: http://erma.advantech.com.tw/EuropePolicy.mht

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3.1 RMA Request

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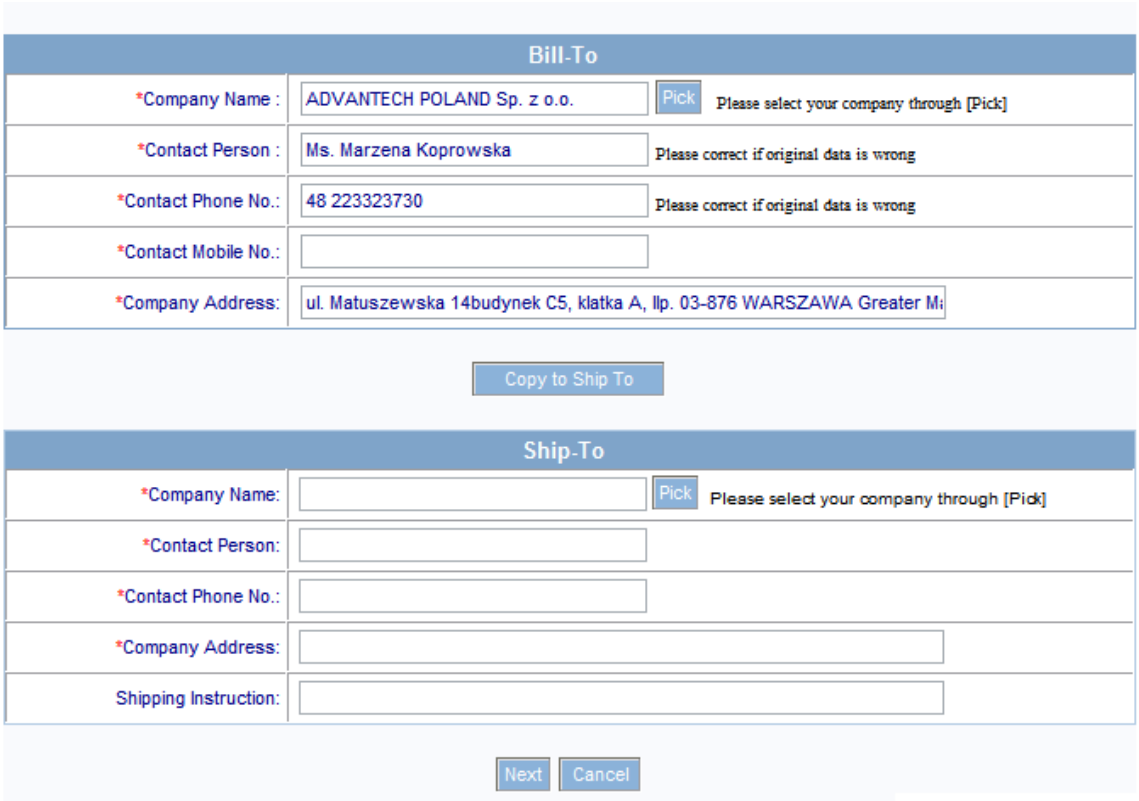
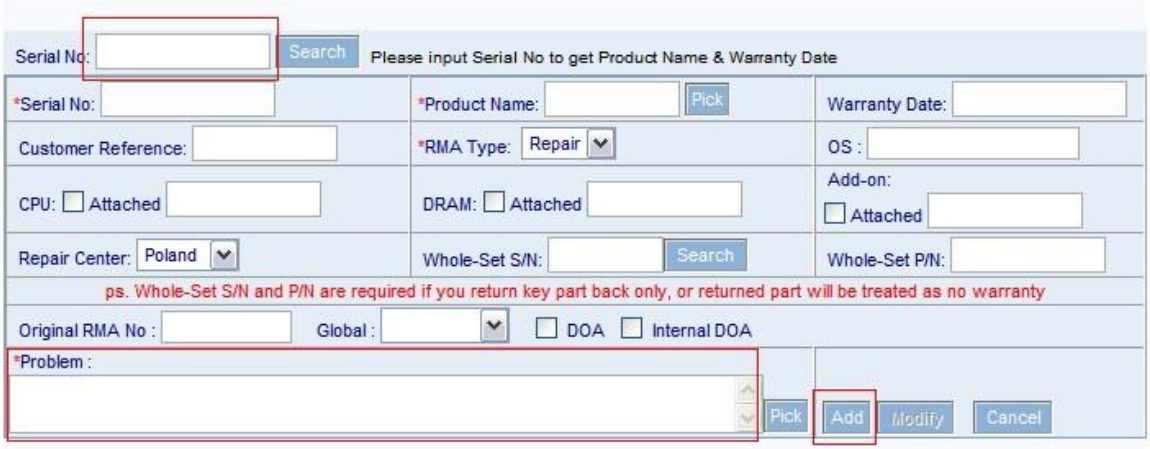
3.2 Select Bill To and Ship To Company Address



3.3 RMA item details and fault description

When you accept company information and click. Next you have following screen



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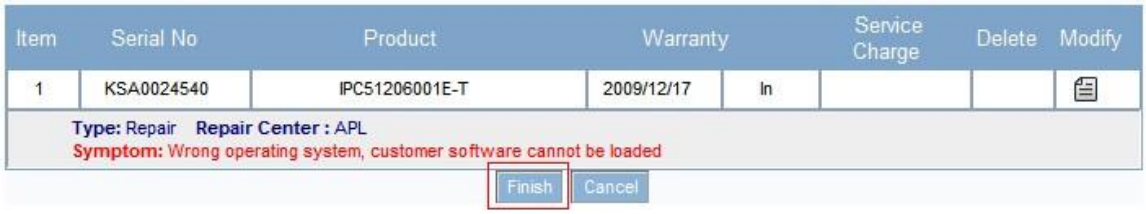
Put correct serial number (S/N) of your defected item, and click Search. The next eRMA system will update automatically information about product number (P/N), and warranty date. It is very important to describe problems in details in "Problem Description". Vague entries such as "does not work" and "failure" are not acceptable. If you are uncertain about the cause of the problem, please contact ADVANTECH's Application Engineers (AE). They may be able to find a solution that does not require sending the product for repair. The serial number of the whole set is required if only a key defective part is returned for repair. Otherwise the case is treated as out-of- warranty.
If you return to us for repair such products as CPU, RAM and CF Card (because you believe they may be part of the problem), please note clearly that they are included in the system. Otherwise ADVANTECH is not responsible for any items not listed. Make sure the "Problem Description " is enclosed.
By click Add you add up to 99 RMA cases one by one.

When all required information is updated, eRMA system will generate automatically new RMA number for your repair:



The RMA number has got unique format: EXY00000, where
E- service Center, E-Europe
X- year
Y- month
00000, next numbers
When the type of repair is Rework, Credit, letters R for Rework and C for Credit will be after the letter Y

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After click Finish you will have Shipping instruction as follows:

-Print Receipt-

Order No : E8A00188 APL Request Date : 2008/10/10

Customer Information

Bill-To	Ship-To
Company ID: EPLA001	Company ID: EPLA001
Company Name: ADVANTECH POLAND Sp. z o.o.	Company Name: ADVANTECH POLAND Sp. z o.o.

Product Information

Item	RMA No	Serial No	Product Name	RMA Type	Warranty
1	E8A00188-1	KSA0024540	IPC51206001E-T	Repair	2009/12/17

Delivery Information

Company Name : Advantech Poland Sp. z o.o.
Company Address : ul. Matuszewska 14, budynek C5, 03-876 Warsaw, POLAND
Contact Person : erma
Phone No : +48-22-33-23-730 □ +31(0)402- 677-042
Fax No : +48-22-33-23-732
E-mail Address : erma@advantech.pl
eRMA URL : http://erma.advantech.com.tw

This information should be printed, put into the box with defect device and sent to our Service Center.

4. Shipping hints

We strongly recommend that returned products should be packed in original Advantech boxes and packaging materials which ensure the best protection during transport. If you do not have original packaging materials, pack the products with particular care, having in mind that packages are frequently exposed to careless handling and serious shocks during transport. Product data sheets should be packed in silver or pink ESD safe bags. Apart from the cases of the Dead on Arrival (DOA) return procedure, it is recommended that the equipment is sent without additional accessories. The customer should take the additional equipment into account upon opening an RMA request before dispatching the product. Please remember that the Service Centre does not take any responsibility for additional equipment, unless it is listed in details in a given RMA request. Please read the Advantech Europe Service Policy before ship: http://erma.advantech.com.tw/EuropePolicy.mht

The defective equipment should be sent to:

Advantech Poland
ul. Działkowa 121B, budynek III
02-234 Warsaw
Poland

ADVANTECH sends the repaired devices via UPS carrier. Upon the customer's request, equipment can be sent via another company, but, in such cases, the customer is required to cover the costs of such alternative transport. Such request should be made upon opening a RMA request on the company's website.

5. How to check status of my repairs

Customer can check current status of his RMA number using eRMA web page. In the eRMA field customer need to put RMA number created according to chapter 3

Typical workflow contains the following stages as you can see on the below print screen:

- Request
- Receive
- Repair
- Ship

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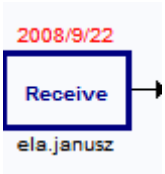
ADVANTECH POLAND Sp. z o.o. (APL)		
RMA No: E11300166-1(RTV DAMAGED)	Serial No: 9692035501E	Product: ECB0014381
RMA Type:Repair	Workflow:Regular	Warranty:
Whole-Set S/N:	Whole-Set P/N:	Estimated Date:
Problem: REWORK		
AGS Info:		Analysis:
Order By: agnieszka.lendo@advantech.pl		RMS: erma
Back To:		Back RMS:
Repaired By: wieslaw.stefanczyk		Check by:
Repair Status: Rework		Repair DT: 3/9/2011
Back Repaired by:		Back Check by:
BAck Repair Status:		Back Repair Dt:

5.1 request

Request means, that customer already created a new eRMA no. for his repair.

5.2 receive

Device was already received in our eRMA system, checked by our logistic department and forwarded for repair



The expected time of repair is less than 10 working days. In case of delay we inform Customers accordingly.
In case of out warranty products we prepare the quotation for defected unit. Then quotation is sent to customer for confirmation. Quotation is prepared in RMADB date base.
We get from customer the answers:

- Agree for the quotation - then we start repair
- Disagree - we send back or discard defected product according to customer wish

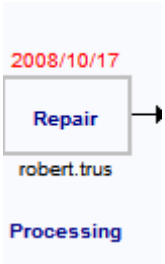
During the repair might come some problems for ex. No Problem Found (NPF). In such cases customer is informed about the delay in repair. In all cases when the date for delivery is longer than two weeks from the order date customer is also informed. Such information contains the approximate time of repair.

5.3 Possible repair statuses

Repair of device was already started and the following statuses of repair can be visible in the system

5.3.1 Processing

Repair process was started by our technician



5.3.2 Replacement

A new unit is provided to customer

5.3.3 Pass to factory

Unit is passed to factory for analysis

5.3.4 Waiting customer

Service department waits for details and clarification form customer regarding failure of unit

5.3.5 Waiting customer Q
Service department waits for decision from customer regarding quotation (agreement or disagreement)

5.3.6 Waiting parts
Service department waits for parts which are needed to finish repair

5.3.7 Waiting colleagues
Unit has been passed to technician from another lever for checking or repair

5.3.8 Rework
Service department performs rework of unit

5.3.9 Ship
Device is repaired and sent back by indicated currier company (for example UPS) with tracking code to the Customer.

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6. Advantech Global Service Center

AASC: Advantech America Service Center
Milpitas, USA
Tel: +1-408-519-3800
Fax: +1-408-519-3801
ags.usa@advantech.com

AESC: Advantech Europe Service Center
Tel: +31(0)40-267-7077
Fax: +31(0)40-267-7073
For German Customers: +49 (0) 211-97-477377
For Italian Customers: +39 (0) 029-54-49666
ags.europe@advantech.com

ACSC: Advantech China Service Center
Beijing, China
Tel: +86-10-6298-4346
Fax: +86-10-6298-4342
ags.china@advantech.com

ATSC: Advantech Taiwan Service Center
Tel: +886-2-2218-4567
Fax: +886-2-2218-7549
ags.taiwan@advantech.com

Advantech Europe Service Center / Poland Office
Toll Free: 00800 2426 8080/81
Phone: +48 31 51 100
Ul. Działkowa 121b, budynek F3 02-234 Warsaw, Poland

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7. FAQ

7.1 How long will take repair process?

Repair Time (in warranty)
Typical repair time (TAT) is less than 14 working days with average repair time 5 working days. In less than 1% of cases when Spare Parts are not available on stock or quality issue occurs repair time is increased up to 8 weeks. In such situation RMA administration contacts with Customer and mutually aligns correct way how to solve issue.
Repair Time (out of warranty)
Typical repair time is 14 working days + time needed for quotation approval on Customer side. If spare parts are not available, they are being ordered after a quotation is approved.

7.2 Can I send for repair an old product?

All Advantech products can be repaired after warranty period. Typical possible service period is 5-7 years after products End of life (EOL). All depends from availability of spare parts. It is better to ask RMA Administrator if unit is very old. Contact erma@advantech.pl

7.3 What is warranty period after out of warranty repair products?

If a product as been repaired by ADVANTECH, and within three months after such a repair the product requires another repair for the same problem, ADVANTECH will do this repair free of charge. However, such free repairs do not apply to products which have been misused, abused, or subjected to unauthorized disassembly/modification; placed in an unsuitable physical or operating environment; improperly maintained by the customer; or failure was caused which ADVANTECH is not responsible for both by accident and other cause.

7.4 How to proceed faulty new products?

If malfunction occurred during the first 30 days (45 days for Premier, Gold and Platinum Channel Partners), Advantech covers all transportation costs and makes repairs in the highest priority or organizes replacement. Customer needs to open RMA and fill in Dead on Arrival (DOA) form at http://erma.advantech.com.tw/

APSC RMA Administrator will arrange pick up and inform Customer about shipping details. The TAT is 5 working days. If repair time is increased, RMA administration contacts with Customer.

7.5 What are costs of repair?

Service of products for out of warranty

- Repairs of boards: flat price at 100EUR
- Repairs PCL and ADAM modules: flat price at 60EUR
- Repairs of Systems: Labour 100EUR + Cost of material
- NPF: 35EUR (both in and out warranty units)
- Handling and troubleshooting costs in case of Quotation disagree – 35EUR
- Service on demand: 1,5EUR/ minute + cost of spare parts

However an official quotation can be only provided after checking unit by engineer during repair process. In all cases customers receive quotations for approval.

7.6 What is the status of repair?

Status of repair can be always checked by Customer after log in to http://erma.advantech.com.tw/ using own account what is described in chapter 5. If Customer needs more detailed information he can contact with erma@advantech.pl.

7.7 How to proceed when unit is received after repair and it is not working?

2nd RMA during 30 days is called RMA DOA. If problem occurs directly after repair which means within 5 working days after delivery to Customer site, APSC will cover cost of transport for 2nd repair both ways. Customer should contact with RMA Administrator and inform about problem. After checking with engineer if problem cannot be solved via email, Service will organize pick up. (Customer should open RMA number. In case when
received unit will not have the same problem, or it will be NPF APSC charge for pick up service.)

7.8 Where the customer can get a technical support?

For Customer from Eastern Europe technical support contact window is:

customerservice.eeu@advantech.eu

For other regions (Europe)

Customerservice.aeu@Advantech.com

7.9 How long will take repair process?

Repair Time (in warranty)
Typical repair time (TAT) is less than 14 working days with average repair time 5 working days. In less than 1% of cases when Spare Parts are not available on stock or quality issue occurs repair time is increased up to 8 weeks. In such situation RMA administration contacts with Customer and mutually aligns correct way how to solve issue
Repair Time (out of warranty)
Typical repair time is 14 working days + time needed for quotation approval on Customer side. If spare parts are not available, they are being ordered after a quotation is approved.

7.10 Possible repair –old products

All Advantech products can be repaired after warranty period. Typical possible service period is 5-7 years after products EOL. All depends from availability of spare parts. It is better to ask RMA Administrator if unit is very old. Contact erma@advantech.pl

7.11 Warranty after repair (out of warranty):

If a product has been repaired by ADVANTECH, and within three months after such a repair the product requires another repair for the same problem, ADVANTECH will do this repair free of charge. However, such free repairs do not apply to products which have been misused, abused, or subjected to unauthorized disassembly/modification; placed in an unsuitable physical or operating environment; improperly maintained by the customer; or failure was caused which ADVANTECH is not responsible for both by accident and other cause.

7.12 How to proceed with DOA unit?

If malfunction occurred during the first 30 days (45 days for Premier, Gold and Platinum Channel Partners), Advantech covers all transportation costs and makes repairs in the highest priority or organizes replacement. Customer need to open RMA and fill in DOA form at http://erma.advantech.com.tw/

APSC RMA Administrator will arrange pick up and inform Customer about shipping details. The TAT is 5 working days. If repair time is increased RMA administration contacts with Customer.

7.13 What are costs of repair?

If you wish to know cost of repair please contact RMA Administrator erma@advantech.pl however an official quotation could be only provided after checking unit by engineer.

7.14 What is the status of repair?

Status of repair can be always checked by Customer after log in to http://erma.advantech.com.tw/
Using own account. If Customer needs more detailed information he can contact with erma@advantech.pl.

7.15 What are flat costs of repair?

Repair costs are provided in global policy located at:
http://erma.advantech.com.tw/EuropePolicy.mht

7.16 How to proceed when unit is received after repair and it is not working

2nd RMA during 30 days is called RMA DOA. If problem occurs directly after repair which means within 5 working days after delivery to Customer site, APSC will cover cost of transport for 2nd repair both ways. Customer should contact with RMA Administrator and inform about problem. After checking with engineer if problem cannot be solved via email, Service will organize pick up. (Customer should open RMA number. In case when received unit will not have the same problem, or it will be NPF APSC charge for pick up service.)

8. Advantech Services

Advantech offers extended services to meet special customer requirements. They are as follows:

8.1 Extended Warranty to protect your products in a better way within you budget. Advantech Extended Warranty Service can be purchased along with your product order or within 90 days of your product purchase. We provide **3 months/ 6 months and 1 to 3 years** extended warranty service to help customers to manage their maintenance budget in advance.

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You can also buy extended warranty online and register your product at http://www.advantech.com/

8.2 Fast repair service – Advantech offers 12hours Fast Repair Service. After receiving the defective unit the product is guaranteed a repair turnaround time of 12 hours. Service is available only for board level repairing. More information you can find under the following link:

http://www.advantech.com.tw/service/Expedite_Repair.aspx

8.3 Pick Up Service & Expedited Transport After Repair - Advantech can offer pick up and faster transport. Price table is available under the link:

http://www.advantech.com.tw/service/Pick_Up_Service.aspx

8.4 Advanced Replacement Service - Advantech prepares replacement units in advance. When customer experiences system failure replacement units can be cross- shipped via next day service to customer to minimize downtime. Information you can find below:

http://www.advantech.com.tw/service/Replacement.aspx

8.5 Upgrade service - Advantech enables hardware upgrades after a system's been purchased, providing new levels of system flexibility and productivity enhancement.

http://www.advantech.com.tw/service/Upgrade_Service.aspx

Thank You